nc fast
Families Accessing Services through Technology

"FAST" Facts
IMPLEMENTATION

Introducing new technological tools and business processes to improve how DHHS and county departments of social services deliver services and benefits to North Carolina families in need.
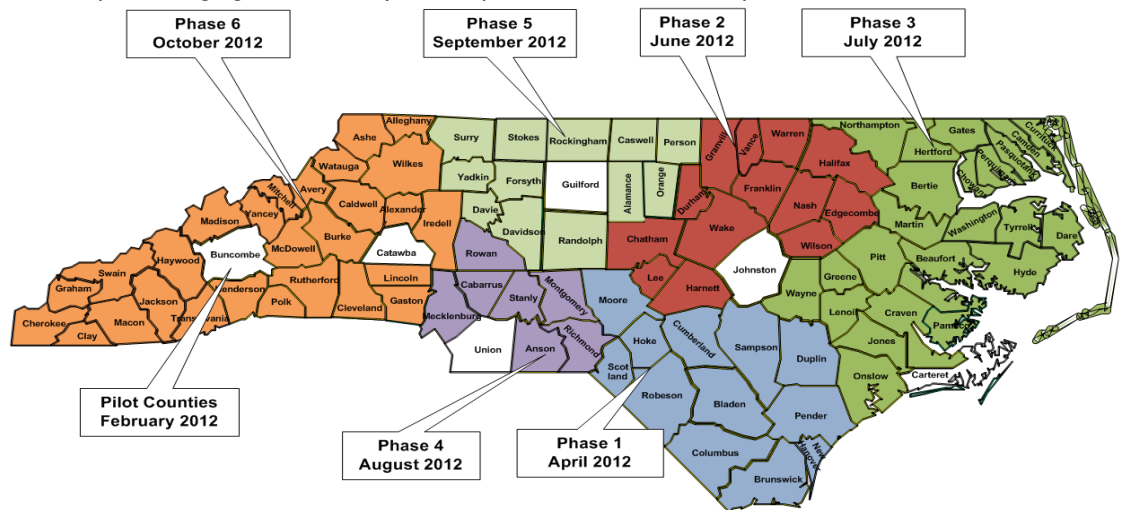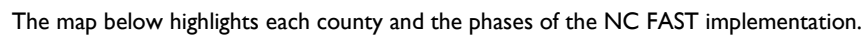
May 31, 2011

What is the NC FAST implementation approach?

The NC FAST implementation approach consists of a Pilot implementation and six subsequent implementation phases. The Pilot counties are broken into two groups. The primary Pilot counties (Guilford, Catawba, Carteret and Johnston) will go-live on NC FAST in February 2012. The back-up Pilot counties (Buncombe and Union) will go-live approximately one month after the primary Pilot counties implement NC FAST.

Following Pilot county implementation, the six additional implementation phases will begin in April 2012, starting with counties located in the southeast portion of the state. Each phase of the implementation is restricted to counties within a certain geographic area. In general, implementation phases will move from east to west across North Carolina until all six phases are completed in October 2012.

The geographic implementation approach is beneficial in a number of ways. First, it will minimize the required travel for both NC FAST trainers and county staff. The grouping of counties creates a more uniform population of users who will be going live on NC FAST during each phase. This corresponds to a more uniform number of users who will require training during each phase. Additionally, grouping the counties in this fashion creates a similar caseload that will be added to NC FAST during each phase. As each successive phase is implemented, this structure allows for lessons learned from previous phases to be incorporated into the preparation for subsequent phases. Lastly, the phased approach will allow for better coordination among counties who have already gone live, and those who will be going live next.

The map below highlights each county and the phases of the NC FAST implementation.

We are working with a new version of the base software and will take a major checkpoint in September 2011 at which point the schedule may be refined as needed.

The implementation plan allows for approximately one month between the various implementation phases, with the exception of a 2-month gap between the Pilot counties and Phase 1, and a similar gap between Phase 1 and Phase 2. Allowing for two months between the first few implementation phases provides the NC FAST team with time to address any issues that may have arisen during the previous implementation phase before a new set of counties goes live.

As we move closer to go-live, please stay tuned for more information on NC FAST!

For more information, please visit the NC FAST website at http://www.ncdhhs.gov/ncfast/